

[ABSTRACT]

[Object] This invention provides an inquiry-management system and inquiry-management method that, when an inquiry regarding poor product quality or part specifications is received as FAX data, is capable of managing the inquiries sent as FAX data without having to output the FAX data on paper and is capable of keeping it together with the information-management form.

[Means to Solve] The invention comprises: a FAX-receiving unit 31 that receives FAX data and converts the received FAX data to FAX-image data that is in image format that can be viewed by a browser; an information-communication-form-creation unit 32 that creates an information-communication form that contains the FAX-image data and that is used for managing inquiries; an information-communication-form-memory unit 33 that stores the created information-communication-form; and an information-communication-form-management unit 35 that provides a browser screen comprising an input area for performing input to the information-communication-form, and a display area for displaying the FAX-image data.

[Selected Drawing] Fig. 1

[0040]

[Description of Reference Numbers]

1. 1a-1c FAX apparatuses
2. public-line network
3. inquiry-management apparatus
4. network
5. 5a-5c answering terminals
6. 6a-6c inquiry-source terminals
7. management terminal
8. inquiry form
31. FAX-receiving unit
32. information-communication-form-creation unit
33. information-communication-form-memory unit
34. FAX-image-data-memory unit
35. information-communication-form-management unit
36. information-sending/receiving unit
100. form screen
101. cancel button
102. save button
103. inquiry confirmation button
104. inquiry-contents-input area
105. form-information-input area
106. parts-information-input area
107. comment-input area
108. FAX-image-data-display area
200. inquiry-instruction screen
201. delete button
202. inquiry button
203. reference-past-record
300. inquiry-answer screen
301. answer button
302. inquiry-contents-display area
303. form-information-display area

- 304. part-information-display area
- 305. comment-display area
- 306. answer-comment-input area